

Diocese of Honolulu • Office of the Bishop • www.catholicahawaii.org
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April 7, 2014

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: CSR-8852-M – KUPU-TV cable carriage

Dear Ms. Dortch:

I am writing on behalf of the Diocese of Honolulu, which represents approximately 250,000 Catholics throughout the State of Hawaii, to express our concern about the cable carriage practices of Oceanic Time Warner Cable in Hawaii, particularly with respect to its carriage of Station KUPU-TV. KUPU provides programming directed to viewers of the Catholic faith, who comprise a substantial portion of the State's population. It is therefore of considerable importance that the station's programming be maximally accessible to its intended audience.

It appears that KUPU is not available on Oceanic's "basic tier" available to all subscribers at the lowest price without the need for renting a digital converter box. I am attaching a copy of a "Subscriber Information" brochure distributed earlier this year by Oceanic. As you will note, KUPU is *not* listed in the "Analog Channel Lineup" which, we understand, Oceanic makes available without the need for a converter box. Instead, KUPU is available *only* as part of the "Standard TV Service" for which "Digital TV box required". The "Standard TV Service" costs \$64.74 per month, and the require Digital TV box costs an additional \$7.31 per month.

The brochure does make reference to a "Basic Service" tier which apparently costs only \$16.04 per month and for which, as far as we can tell from the brochure, no additional digital TV equipment is necessary. But KUPU does not appear to be available in the "Basic Service" tier of service – it appears only in the "Standard TV Service" listing.

This results in a serious disservice to would-be KUPU viewers who have only analog television receivers and no desire, or need, for the upgraded digital tier denominated as Oceanic's "Standard TV Service." It has been our understanding that the Commission has allowed its "viewability" rule to sunset and thus no longer requires cable operators to provide separate service to subscribers with analog-only receivers. But in so doing, the Commission mandated that cable operators nevertheless provide such subscribers the opportunity to continue to receive service at "no cost or an affordable cost", *i.e.*, in the range of one or two dollars. Here, Oceanic appears to be ignoring that mandate and is refusing to make KUPU available for anywhere near the cost of its "Basic Service" tier. To the contrary, rather than pay \$16.04 per month for Basic Service, a subscriber must apparently pay

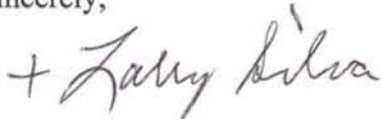
\$64.74 per month (for "Standard TV Service"), and then an additional \$7.31 per month for a "Digital TV box".

As a practical matter, it seems to us that Oceanic's tiering practices reflect a callous effort to prod its subscribers – and particularly those who wish to view KUPU – into substantially higher-price subscriptions they should not need to view an over-the-air station carried by Oceanic pursuant to the Commission's mandatory carriage rules.

We understand that KUPU has brought these matters to the Commission's attention in the above-referenced proceeding concerning its carriage rights. We wish to confirm to the Commission that Oceanic does not appear to be making KUPU available to its subscribers in a manner consistent with the Commission's requirements. The Diocese of Honolulu urges the Commission to take appropriate steps to ensure compliance with its own rules and policies.

Thank you for your attention to our concerns.

Sincerely,

A handwritten signature in cursive script, reading "Larry Silva", preceded by a plus sign (+).

Most Reverend Larry Silva
Bishop of Honolulu

HD Entertainment Pak

1000	Scenic Hawaii HD	1551	TBS HD
1111	Headline News HD	1553	TNT HD
1113	CNN HD	1555	USA Network HD
1116	CNBC HD	1557	Syfy HD
1132	Jewelry TV HD	1560	BIGM HD
1210	NBC Sports Network HD	1564	MGH HD
1216	Golf Channel HD	1565	Crime & Investigation HD
1229	beIN SPORT	1602	Turner Classic Movies HD
1242	NBA TV HD	1603	MAV TV
1339	Smithsonian Channel HD	1605	Universal HD
1440	Cartoon Network HD	1682	NHK World HD

Premium Packages

HBO		SHOWTIME	
610	HBO On Demand	632	Showtime On Demand
611	HBO	633	Showtime
612	HBO 2	634	Showtime Too
613	HBO Signature	635	Showtime ShowCASE
614	HBO Family	636	Showtime Extreme
615	HBO Comedy	637	Showtime Beyond
616	HBO Zone	638	Showtime Next
1611	HBO HD	639	Showtime Women
1612	HBO 2 HD	640	Showtime Family Zone
1613	HBO Signature HD	1633	Showtime HD
1614	HBO Family HD	1634	Showtime Too HD

CINEMAX		STARZ	
621	Cinemax On Demand	654	Starz On Demand
622	Cinemax	655	Starz
623	MoreMax	656	Starz Edge
624	ActionMax	657	Starz In Black
625	ThrillerMax	658	Starz Kids & Family
1622	Cinemax HD	659	Starz Cinema
1623	MoreMax HD	660	Starz Comedy
1624	ActionMax HD	1655	Starz HD
		1656	Starz Edge HD
		1660	Starz Comedy HD
		1661	Starz Kids & Family HD

THE MOVIE CHANNEL			
643	TMC On Demand		
644	The Movie Channel		
645	The Movie Channel Xtra		
646	Sundance Channel		
1644	The Movie Channel HD		
1645	The Movie Channel Xtra HD		
1646	Sundance Channel HD		

Premium Services

62	SBTN	716	Playboy en Español
70	CCTV4	717	Playboy TV
71	Zhong Tian (CTI)	718	Playboy TV On Demand
430	Disney Channel On Demand	720	Penthouse TV
431	Disney Family Movies On Demand	721	Penthouse TV On Demand
677	NGN	722	The Erotic Network
678	NGN2 (TV Japan)	723	TEN On Demand
679	NGN3	724	REAL
682	NGN4 (NHK World)	725	REAL On Demand
683	Lifestyle Network	726	Hustler TV
684	Myx TV	727	Hustler TV On Demand
685	Filipino On Demand	731	Manhandle
686	GMA Life TV	732	Manhandle On Demand
687	GMA Pinoy TV	890	DZBB (Filipino Radio)
688	The Filipino Channel	891	DWLS (Filipino Radio)
699	The Chinese Channel	1682	NHK World HD
710	Here TV On Demand	1717	Playboy HD

Movie Pass

431	Disney Family Movies On Demand	673	Fox Movie Channel
646	Sundance Channel	674	Flix
665	TW Movie Pass On Demand	675	Independent Film Channel
666	Encore	676	FEARnet
667	Encore Action	1646	Sundance Channel HD
668	Encore Classic	1665	TW Movie Pass On Demand HD
669	Encore Suspense	1666	Encore HD
670	Encore Black	1673	Fox Movie Channel HD
671	Encore Westerns	1675	Independent Film Channel HD
672	Encore Family	1676	FEARnet HD

Spanish Package

689	Galavisión	695	Telemundo
690	Fox Deportes	696	mun2
691	CNN Español	697	beIN SPORT en Español
692	Discovery en Español	698	Univision tinovelas
693	ESPN Deportes	1693	ESPN Deportes HD
694	History en Español		

Family Choice

780	Headline News	788	Science Channel
782	CSPAN 2	789	Hub
783	CSPAN 3	790	Disney Channel
784	Do It Yourself Network	791	Disney XD
785	Home & Garden TV	792	Boomerang
786	Food Network	793	Teen Nick
787	Discovery Fit & Health		

Sports Pass

203	NFL Network	248	Big Ten Ne work
204	NFL RedZone	275-282	
211	Universal Sports		TW College Football
229	beIN SPORT	283-290	
231	Fox Soccer Plus		TW College Basketball
232	Pac-12 Network	961	TWC Sports Pass On Demand
233	Pac-12 Network Los Angeles	1203	NFL Network HD
234	Pac-12 Network Bay Area	1204	NFL RedZone HD
235	Pac-12 Network Washington	1209	MLB Strike Zone
236	Pac-12 Network Oregon	1211	Universal Sports HD
237	Pac-12 Network Arizona	1229	beIN SPORT HD
238	Pac-12 Network Mountain	1231	Fox Soccer Plus HD
239	ESPN Classic	1232	Pac-12 Network HD
240	NHL Network	1233	Pac-12 Network Los Angeles HD
241	Fox Sports 2	1235	Pac-12 Network Washington HD
242	NBA TV	1236	Pac-12 Network Oregon HD
243	The Tennis Channel	1239	ESPN Goal Line/Buzzer Beater
244	Fox College Sports Atlantic	1240	NHL Network HD
245	Fox College Sports Central	1243	The Tennis Channel HD
246	Fox College Sports Pacific	1247	CBS Sports Network HD
247	CBS Sports Network	1248	Big Ten Network HD

Pay-Per-View & Movies On Demand

81	KLIFE On Demand	771-776	
254	UHI TV (seasonal)		ESPN GamePlan
255	OCSports PPV (seasonal)	959	Hawaii Sports On Demand
256	OCSports PPV (seasonal)	980-989	
260	Local PPV Events		Movies On Demand Top 10
620	Movies On Demand	990	Movies On Demand
680	NGN On Demand	1254	UHI TV HD (seasonal)
701-703		1255	OCSports PPV HD (seasonal)
		1256	OCSports PPV HD (seasonal)
		1260	Local PPV Events HD
728	IN Demand Movies	1701	HD PPV
729	Asia After Dark	1740	HD Adult Movies On Demand
735	REAL XX5	1751	Team HD (NBA League Pass HD)
740	Adult Movies On Demand	1752	Game 1 HD
741	Gay On Demand		(MLB Extra Innings 1 HD)
751-760		1753	Game 2 HD
			(MLB Extra Innings 2 HD)
751-764	NBA League Pass	1980-1990	
	MLB Extra Innings		HD Movies On Demand
765-770	ESPN Full Court		

Music Choice

800	Hawaiian	825	Toddler Tunes	850	Light Classical
801	Hit List	826	Y2K	851	KDNN
802	Pop Rhythmic	827	90S	852	KCCN
803	Dance/EDM	828	80S	853	KUCD
804	MCU	829	70S	854	KDDB
805	Hip-Hop and R&B	830	Solid Gold Oldies	855	KINE
806	Rap	831	Pop Country	856	KKNE
807	Hip-Hop Classics	832	Today's Country	857	KPOI
808	Throwback Jamz	833	Country Hits	858	KPHW
809	R&B Classics	834	Classic Country	859	KRTR
810	R&B Soul	835	Contem. Christian	864	KHPR
811	Gospel	836	Pop Latino	865	KIPO
812	Reggae	837	Musica Urbana	866	KUTU
813	Rock	838	Mexicana	867	KSSK
814	Metal	839	Tropicales	868	KQMQ
815	Alternative	840	Romances	869	KHJZ
816	Adult Alternative	841	Sounds of the Season	870	KUMU
817	Rock Hits	842	Stage & Screen	880	NOAA
818	Classic Rock	843	Soundscapes	881	KHWH
819	Soft Rock	844	Smooth Jazz	882	KPHI
820	Love Songs	845	Jazz	883	KORL
821	Pop Hits	846	Blues	884	KKEA
822	Party Favorites	847	Singers & Swing	885	KHKA
823	Teen	848	Easy Listening		
824	Kids Only!	849	Classical Masterpieces		

Channel line-up subject to change. Some channels not available on all Cable Cards.
High Definition TV Box and HDTV and/or 3DTV required for HD and 3D services.
Digital TV Box required for interactive and VOD services.

Residential Service Prices - Oahu

Rates effective April 1, 2014

TV

Standard TV Service	\$ 64.74
Includes Basic Service (\$16.04)	

Standard TV Service on additional outlets	FREE
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Digital TV Packages	
Digital Variety Pak (Standard Service required)	\$ 16.49
Movie Pass (Standard Service required)	\$ 16.49
Digital Variety Pak & Movie Pass (Standard Service required)	\$ 19.99
Each option above includes an Interactive Program Guide.	
Music Choice and local FM stations	
Encore Pass	\$ 6.99
Sports Pass (Standard Service required)	\$ 9.49
Family Choice (Basic Service required)	\$ 12.99

High Definition	
Primary HD Entertainment Pak (Standard Service required)	\$ 6.95*
Additional HD Entertainment Pak	\$ 3.50

Premium Packages (includes On Demand channels)	
HBO (7 channels); Cinemax (5 channels); Showtime (9 channels); Starz (7 channels); The Movie Channel (4 channels)	
First Premium Package	\$ 15.95*
Each Additional Premium Package	\$ 9.95*

Premium Services	
GMA Pinoy (includes Filipino Radio); GMA Life (includes Filipino Radio); The Filipino Channel (includes Lifestyle Network, Filipino On Demand, Filipino Radio & Myx)	
All three channels	\$29.95*
Any two channels	\$23.95*
Any one channel	\$13.95*

Filipino Radio (DZBB & DWLS)	\$ 9.95
NGN, NGN2, NGN3, NGN4 (NHK World); Combo Plus (all 4)	NGN2 & 4 NGN & NGN3 & 4 NGN3 & 4
\$36.90*	\$33.95*
\$17.95*	\$14.95*
The Chinese Channel	\$ 13.95*
Zhong Tian (CTI), CCTV-4 Package	\$ 11.95*
Spanish Package	\$ 7.00*
SBTN - Vietnamese	\$ 14.99*
SBTN & TVBV	\$ 19.99*
Disney On Demand	\$ 3.95*
Disney Family Movies On Demand	\$ 4.99*
Here TV On Demand	\$ 7.95*
Playboy TV, Playboy Español & Playboy TV On Demand	\$ 14.95*
Penthouse & Penthouse On Demand	\$ 14.95*
The Erotic Network (TEN) & TEN On Demand	\$ 14.95*
REAL & REAL On Demand	\$ 14.95*
Hustler & Hustler On Demand	\$ 14.95*
Manhandle & Manhandle On Demand	\$ 14.95*

Adult Packages	
Any 3 adult subscriptions	\$ 28.95*
Playboy TV, Playboy Español & Playboy TV On Demand	
Penthouse & Penthouse On Demand	
TEN & TEN On Demand	
REAL & REAL On Demand	
Hustler & Hustler On Demand	

* Price if Digital TV Package is ordered, otherwise \$4 more for Interactive Program Guide, Music Choice and local FM stations

Digital Equipment	
Primary Digital TV Box with remote	\$ 7.31
Additional Digital TV Box with remote	\$ 5.00
Cable Card	\$ 2.50
DA (Digital Adapter)	\$.99
DA may be required to receive Digital Basic or Standard service on older analog TVs. Digital TV box is necessary to order Premium, Pay-Per-View, DVR and other digital services.	

Duplicated Digital Service	\$ 9.50
Includes Digital TV box with Premium and Digital TV service subscribed to on the first box with the exception of Digital Video Recorder and HD Entertainment Pak	

Digital Video Recorder (DVR) Service per unit	\$ 12.99*
Whole House DVR Service per unit	\$ 19.95*
Whole House Digital TV Box Receiver	\$ 5.00
* Digital TV box required	

On Demand	
Movies On Demand	starting at \$1.99
Adult Movies & Specials	starting at \$3.99
Sports On Demand	Prices vary
High Definition Movies On Demand	starting at \$2.99
Pay-Per-View Special Events	Prices vary

TV Service Installation	
Standard/Basic - up to 3 outlets	\$ 29.99
Each additional TV connection after first 3	\$ 19.99ea.
Reconnection charge	\$58.99 inside, outside \$ 18.99
Each additional TV connection (separate trip)	\$ 29.99
Box Exchange/Upgrade	\$29.99 first outlet \$19.99 each additional outlet

INTERNET

Monthly (up to: down/upload):	Internet
Everyday Low Price Internet (up to 2/1 Mbps)	\$14.99
Basic Internet (up to 3/1 Mbps)	\$38.99
Standard Internet (up to 15/1 Mbps)	\$57.99
Turbo Internet (up to 20/2 Mbps)	\$10.00s*
Extreme Internet (up to 30/5 Mbps)	\$20.00s*
Ultimate 50 Internet (up to 50/5 Mbps)	\$30.00s*
Ultimate 75 Internet (up to 75/5 Mbps)	\$40.00s*
Ultimate 100 Internet (up to 100/5 Mbps)	\$50.00s*
* Standard Internet required with Turbo/Extreme/Ultimate. * FREE wireless service available. Multi-product discounts available.	
Home WiFi Service	\$4.95
Internet Modern Lease Fee	\$5.99

Internet Installation	
Internet new connection/upgrade	\$29.99
Software Set Up	\$24.95
Internet and WiFi	\$29.99
WiFi only	\$19.99

HOME PHONE SERVICE

Monthly:	Nation	State	Island
Phone	\$49.95	\$39.95	\$29.95
2nd Phone*	\$29.95	\$24.95	\$19.95
* When combined with another phone line of equal or greater value.			
International OnePrice (IOP)	\$19.95**		
Global Penny Phone Plan (GPPP)	\$ 2.95**		
** Home Phone required for IOP/GPPP			
VoiceMail service	\$ 3.95		
Private Listing	\$ 1.20		
Subscriber Line Charge	\$ 3.00		

Phone Installation	
First phone line	\$ 29.99
Second phone line (with initial trip)	FREE
Second phone line (separate trip)	\$ 29.99

EQUIPMENT RETURN

Equipment unreturned or damaged:	
Remote	\$ 10.00
Digital TV box	\$ 180.00
Digital Video Recorder (DVR)	\$ 290.00
Cable Card	\$ 80.00
DA (Digital Adapter)	\$ 60.00
Tuning Adapter	\$ 150.00
Amplifier	\$ 40.00
Cable Modem	\$ 80.00
Wireless Modem	\$ 120.00
Phone Modem	\$ 150.00
Pick Up Equipment Charge	\$ 18.99

A monthly State Cable Franchise fee of 5% on all cable services & TV installation applies. A monthly Broadcast TV fee of \$2.25 applies on Basic TV. An Ohio Capital Fund assessment of \$24 applies to all Basic TV subscribers (excluding military subscribers). State excise taxes apply. Minimum one month service charge. Dollar amounts shown are monthly residential prices unless otherwise stated. Subscribers on military bases are subject to military franchise fees. \$31 surcharge of \$0.66 per month per phone line. Prices and services are subject to change.

Oceanic Channel Lineup - Oahu

Standard TV Service

1	Movies On Demand	318	Discovery Fit & Health ■
2	QVC ■	319	SportsNet LA ■
3	KHON-2 (FOX) •	321	Food Network ■
4	KBFD-32 •	323	Home & Garden TV ■
5	KFVE-5 (myNetworkTV) •	325	Travel Channel ■
6	KITV-4 (ABC) •	327	The History Channel ■
7	KGMB-9 (CBS) •	329	Animal Planet ■
8	KHNL-13 (NBC) •	331	The Learning Channel ■
9	KIKU-21 •	332	The Green Channel ■
10	KHET-11 (PBS) •	333	Discovery Channel ■
11	KWHE-14 •	343	Oprah Winfrey Network ■
12	OC16 •	347	National Geographic Channel ■
13	OCSports Enhanced Interactive	354	UHTV •
14	Primetime On Demand	355	UHTV •
15	OC16 On Demand	356	TEACH/DOE •
16	OCSports ■	358	UH Distance Learning On Demand •
17	OC16 Interactive	400	Time Warner Cable SportsNet ■
24	Shop HQ ■	408	EWTV •
25	KALO-38 •	409	BYU TV •
26	KAHH-26 (TBN) •	410	Inspiration Network •
27	KPXO-66 (ION) •	411	Digital Help
28	Daystar •	433	TAG Games
30	Leased Access •	440	Cartoon Network ■
45	CSPAN •	441	TV Land ■
46	CSPAN3 •	442	ABC Family Channel ■
47	CSPAN2 •	443	PBS Kids Hawaii •
49	'Olelo: FOCUS •	444	Disney Channel ■
53	'Olelo: NATV •	446	Nickelodeon ■
54	'Olelo: VIEWS •	448	Lifetime ■
55	'Olelo: OAHU •	449	LMN ■
56	KUPU •	451	WE: Women's Entertainment ■
57	Home Shopping Network ■	452	Hallmark Channel ■
58	Jewelry TV •	541	KHNL2 (Antenna TV) •
66	WE: Women's Entertainment ■	544	KGMB2 (This TV) •
68	New Tang Dynasty TV •	545	Comedy Central ■
79	Ari랑 •	546	Reelz Channel •
80	KBS America •	547	A&E ■
82	Digital KBFD •	549	E! Entertainment TV ■
83	Digital KHON (FOX) •	551	TBS •
85	Digital KFVE (myNetworkTV) •	552	TAG Games
86	Digital KITV (ABC) •	553	TNT ■
87	Digital KGMB (CBS) •	554	FX ■
88	Digital KHNL (NBC) •	555	USA Network ■
89	Digital KIKU •	557	Syfy ■
90	Digital KHET (PBS) •	558	Oxygen ■
93	The CW •	559	Spike TV ■
100	eBILL	560	Bravo ■
107	MSNBC ■	591	VH1 ■
108	Fox Business Network ■	593	MTV ■
109	Fox News Channel ■	600	AMC ■
111	Headline News ■	602	Turner Classic Movies ■
113	CNN ■	609	Interactive HBO
116	CNBC ■	631	Interactive Showtime
119	truTV ■	700	PPV Highlights
120	Pentagon Channel •	715	Playboy TV Interactive
126	Me TV •	912	Jobs On Demand
132	Jewelry TV •	919	PETS
150	Shop HQ ■	949	Local On Demand
152	Home Shopping Network ■	951	OC16 On Demand
153	QVC •	955	Find It On Demand
154	HSN Interactive ■	963	TWCable How To On Demand
155	Rocks TV •	975	Primetime On Demand
156	Liquidation Channel •	991	Movies On Demand Hits
157	Revenue Frontier •	992	Movies On Demand Kids & Teens
158	Gem Shopping Network •	998	Pizza Hut Interactive
159	America's Auction Network •	1003	KHON HD (FOX) •
160	Wize Buys •	1004	KBFD HD •
162	Shop Zeal 2 •	1005	KFVE HD (myNetworkTV) •
165	USHOP	1006	KITV HD (ABC) •
210	NBC Sports Network ■	1007	KGMB HD (CBS) •
214	Fox Sports 1 ■	1008	KHNL HD (NBC) •
216	The Golf Channel ■	1010	KHET HD (PBS) •
217	SportsNet LA ■	1012	OC16 HD •
218	Time Warner Cable SportsNet ■	1013	OCSports Enhanced Interactive
222	ESPN ■	1014	Primetime On Demand
224	ESPN2 ■	1015	OC16 On Demand
226	Fox Sports West ■	1016	OCSports HD ■
228	Prime Ticket ■	1027	KPXO HD (ION) •
250	Oceanic SURF Channel •	1093	The CW HD •
251	USURF	1107	MSNBC HD ■
270-274		1108	Fox Business Network HD ■
311	NBC Sports Extra Time ■	1109	Fox News Channel HD ■
	TWCable How To On Demand	1152	Home Shopping Network HD ■

Standard TV Service (continued)

1153	QVC HD ■	1347	National Geographic HD ■
1201	3D TV Event 1 ■	1400	Time Warner Cable SportsNet HD ■
1202	3D TV Event 2 ■	1442	ABC Family Channel HD ■
1214	Fox Sports 1 HD ■	1444	Disney Channel HD ■
1217	SportsNet LA HD ■	1448	Lifetime HD ■
1218	Time Warner Cable SportsNet HD ■	1449	LMN HD ■
1222	ESPN HD ■	1451	WE: Women's Entertainment HD ■
1224	ESPN2 HD ■	1452	Hallmark Channel HD ■
1226	Fox Sports West HD ■	1454	Comedy Central HD ■
1228	Prime Ticket HD ■	1547	A&E HD ■
1250	Oceanic SURF Channel HD •	1549	E! Entertainment HD ■
1270-1274		1554	FX Channel HD ■
	NBC Sports Extra Time HD ■	1559	Spike TV HD ■
1319	SportsNet LA HD ■	1600	AMC HD ■
1321	Food Network HD ■	1956	Be Healthy On Demand
1323	Home & Garden TV HD ■	1970	Travel On Demand
1325	Travel Channel HD ■	1975	Primetime On Demand
1327	History Channel HD ■	1999	Info Channel
1329	Animal Planet HD ■		
1331	The Learning Channel HD ■		
1333	Discovery Channel HD ■		

• Basic Service ■ Value Service
Digital TV box required

Digital Variety Pak

35	KHLU	587	Country Music TV
36	El Rey	589	VH1 Classic
69	CCTV News	592	MTV Hits
74	TVK2	595	MTV2
75	TVK	596	Music On Demand
76	Myx TV	597	Centric
77	Mnet	598	BET
112	NewsChoice	599	Fuse
114	Hawaii News On Demand	604	youtoo
117	CNBC World	608	Ovation
118	Bloomberg TV	646	Sundance Channel
121	The Weather Channel	673	Fox Movie Channel
122	BBC World News	674	Flix
123	Al Jazeera America	675	Independent Film Channel
151	QVC Plus	682	NHK World
169	RLTV	914	Automotive On Demand
200	SportsChoice	941	MTV On Demand
203	NFL Network	943	Music Choice On Demand
208	MLB Network	953	Hawaii News On Demand
212	The Outdoor Channel	957	Sports On Demand
219	ESPN	958	Pro Sports On Demand
225	ESPNNews	965	Knowledge On Demand
230	FX	967	Kids On Demand
242	NBA TV	969	Lifestyles On Demand
247	CBS Sports Network	973	Entertainment On Demand
320	Share Your Table	978	Movie Trailers On Demand
322	Cooking Channel	1118	Bloomberg TV HD
324	Do It Yourself Network	1121	The Weather Channel HD
326	OJW	1123	Al Jazeera America HD
328	H2	1203	NFL Network HD
330	Free On Demand	1208	MLB Network HD
335	Hub	1212	The Outdoor Channel HD
337	Science Channel	1219	ESPN HD
339	Smithsonian	1225	ESPN HD
341	BBC America	1230	FX HD
345	The Military Channel	1247	CBS Sports Network HD
346	Military History	1322	Cooking Channel HD
407	GMC	1328	H2 HD
428	Sprout	1332	Velocity HD
429	Disney Junior	1335	Hub HD
432	Kidz Mosaic	1337	Science Channel HD
434	Nicktoons	1339	Smithsonian HD
435	GSN	1341	BBC America HD
436	Teen Nick	1428	Sprout HD
439	Boomerang	1429	Disney Junior HD
445	Disney XD	1445	Disney XD HD
447	Nick Jr.	1453	Hallmark Movie Channel HD
450	Lifetime Real Women	1548	The Biography Channel HD
453	Hallmark Movie Channel	1550	Esquire HD
542	Logo	1561	Nat Geo Wild HD
543	Soap Net	1562	Entertainment On Demand
548	The Biography Channel	1584	Revolt HD
550	Esquire	1593	Palladia HD
556	cloo	1608	Ovation HD
561	Nat Geo Wild	1646	Sundance Channel HD
562	Entertainment On Demand	1673	Fox Movie Channel HD
563	Chiller	1675	Independent Film Channel HD
564	Revolt	1682	NHK World HD
585	Great American Country	1974	Cutting Edge On Demand

Moving?

Please notify us 3-4 weeks before your move. We will schedule a disconnect appointment for you, or you may come to our cable office. If you are moving within our service area, we'll be glad to schedule your transfer of service. When moving out of our service area, please be sure to return any Oceanic TWC equipment (boxes/remote controls/modems).

Disconnect

You may request that your cable service be disconnected by calling 643-2100. Your billing for the service will stop on the day you request the service to be disconnected. To avoid further liability, all cable equipment must be returned to Oceanic TWC at the time of disconnection, otherwise a \$19 pickup charge applies.

Equipment

Except for normal wear and tear, you agree to pay the following amounts for each piece of equipment you damage, lose or fail to return at the conclusion of service: \$180 for Digital TV box, \$290 for Digital Video Recorder (DVR), \$10 per Remote, \$80 per Cable Modem, \$120 for Wireless Modem, \$150 for Phone Modem, plus tax, attorney's fees and costs to be paid by us in enforcing this agreement. Batteries are included with initial installation of your hand held remote. All replacement batteries will be your responsibility. Please notify Oceanic TWC immediately if you lose or break the unit. Oceanic TWC is not responsible for any maintenance or repairs associated with your equipment, i.e., TV set(s), stereo, computer(s), etc.

Maintenance

We want you to enjoy your cable service. We have worked hard to build a cable system that is extremely reliable. If you have a reception problem, please call 643-2100. Oceanic TWC agrees to restore all normal service interruptions within 24 hours. Under certain conditions (i.e., abnormal weather, other utility interruptions, etc.) Oceanic TWC will do its best to restore service. Under such conditions you agree to hold Oceanic TWC harmless for extended service interruptions. A repair charge of \$59 will be assessed for service problems that involve customer owned equipment. Customers will be charged a repair fee of \$59 for service problems that involve cable outlets that were not professionally wired by Oceanic Time Warner Cable.

Service Guarantee

During your first 30 days of service, if you are not completely satisfied with our programming or service, we will upon request, discontinue your service and promptly refund your money. This guarantee excludes Intelligent-Home equipment and service.

On-Time Guarantee

- Oceanic TWC guarantees prompt service and, upon request, you will be eligible for a \$20 credit, if your scheduled call was missed due to our error.
- Oceanic TWC guarantees prompt installation. If your scheduled installation was missed due to our error, your installation is FREE.

To review any updates to the Terms & Conditions above, please go to: <http://help.twcable.com/html/policies.html>.

My Account

My Account is your gateway to **TWC TV™**, **DVR Manager**, **Home Voicemail to Text** and more!

We are making it easy for you to:

- Watch TV at home using the TWC TV® app** for Apple® and Android™ smartphones and tablets or through TWCTV.com on your computer.
- Set up your DVR remotely** with DVR Manager.
- Get access to HBO GO®, MAX GO®, Starz Play, Encore Play and WatchESPN** anywhere through the Internet.
- Manage your Home Phone Voicemail** and settings, including Caller ID on PC, Call Blocking, Selective Call Handling and more.
- Review your Home Phone** call history.

Go to www.twc.com/account and register for **My Account**. To register, all you need is your 12-digit account number and customer code located on your bill statement. Then create a new user name and password to access **My Account**.

Analog Channel Lineup

2	QVC ■	35	Cartoon Network ■
3	KHON-2 (FOX) ■	36	TV Land ■
4	KBFD-32 ■	37	Syfy ■
5	KFVE-5 (myNetwork TV) ■	38	MSNBC ■
6	KITV-4 (ABC) ■	39	Spike TV ■
7	KGMB-9 (CRS) ■	40	Bravo ■
8	KHNL-13 (NBC) ■	41	FX ■
9	KIKU-21 ■	42	AMC ■
10	KHET-11 (PBS) ■	43	TNT ■
11	KWHE ■	44	Turner Classic Movies ■
12	OC16 ■	53	'Olelo: NATV ■
13	CNN Headline News ■	54	'Olelo: VIEWS ■
14	CNN ■	55	'Olelo: OAHU ■
15	Fox News Channel ■	56	Program Guide ■
16	OCSports ■	57	Home Shopping Network ■
17	MTV ■	58	Travel Channel ■
18	VH1 ■	59	Home & Garden TV ■
19	NBC Sports Network ■	60	Food Network ■
20	Fox Sports West ■	61	E! Entertainment ■
21	ESPN2 ■	62	Comedy Central ■
22	ESPN ■	63	Hallmark Channel ■
23	Time Warner Cable SportsNet ■	64	LMN ■
25	KALO-38 ■	65	Discovery Fit & Health ■
26	KAAH-36 (TBN) ■	67	Oprah Winfrey Network ■
27	KPYO-66 (ION) ■	68	Lifetime ■
28	TBS ■	69	Discovery Channel ■
29	USA Network ■	70	Animal Planet ■
30	The Golf Channel ■	71	The Learning Channel ■
31	Fox Sports Prime Ticket ■	72	The History Channel ■
32	Nickelodeon ■	73	National Geographic Channel ■
33	Disney Channel ■	74	A&E ■
34	ABC Family ■		

■ Basic Service ■ Value Service
Channel lineup subject to change.

Scan this code for the most updated channel lineups or go to www.oceanic.com.



CUSTOMER CARE
CONTACT INFORMATION
CALL 643-2100

Open 24 hours a day

7 days a week (including holidays)

or contact us online at

<http://contact.oceanic.com>

CUSTOMER CARE CENTERS

Milliani Tech Park

200 Akamainui Street

Monday to Friday 7:30 am to 6:00 pm
Saturday 8:00 am to 4:15 pm

Hawaii Kai

Koko Marina Shopping Center

Monday, Tuesday, Thursday, Friday 8:30 am to 5:00 pm
Wednesday 8:30 am to 6:00 pm
(Closed 1:00 pm to 2:00 pm)

Hickam Office

Hickam Exchange Building 1232

Monday to Friday 9:00 am to 5:00 pm
(Closed 1:00 pm to 2:00 pm)

Kaneohe Office

45-480 Kaneohe Bay Drive B07

Monday, Tuesday, Thursday, Friday, Saturday 9:00 am to 5:00 pm

Ward Centers

940 Auahi St., 2nd Floor

Corner of Ward Ave. and Auahi St.

Monday to Saturday 9:30 am to 7:00 pm

ENJOY
TV
INTERNET
PHONE
BETTER

SUBSCRIBER INFORMATION
FOR OAHU

Bill Information

A minimum of one month payment, paid in advance, is required for all services. You will receive a bill monthly. Your first bill will be mailed on the first working day after your service is connected. It will include charges for service plus applicable installation, equipment or set up fees. Service charges will be for the period from the date of installation through your regular monthly bill date. Therefore, the service charges on your first bill may be higher than in the months to come. Please take the time to review the dates. If full payment is not received for 60 day balances, an administrative fee of \$7 will be applied. Oceanic TWC may terminate service for non-payment and remove and/or charge for our equipment after you have been notified 72 hours in advance. To reconnect, a \$58.99 connection fee plus 1 month of service charges are payable in advance. A \$17 fee will be assessed for returned checks and/or charge back payments.

Go Paperless

You can receive an email bill statement notification and view your statements online at <http://myaccount.oceanic.com>. Just sign up on this site.

Payment Information

- **Pay Online:** You can make payments online by visiting <http://myaccount.oceanic.com>.
- **Pay by Automatic Bill Payment:** Your payments can be made automatically from your financial institution. Fill out form after downloading it from **www.ABP.oceanic.com**, and return it with your cable payment.
- **Pay by Phone:** Call 643-2100 and have your credit or debit card ready. For future payments, call and use the automated system for free or a specialist can assist you for an \$8 fee.
- **Pay by Channel 100:** Digital customers can call 643-2100 to authorize payment using your charge card, then all future payments can be made on channel 100.
- **Pay by Mail:** If paying by mail, please use the envelope provided in your bill, and include the remittance portion of your statement.

Complaint Resolution

Billing: Please review your statement monthly. If you have a question or problem with your bill, please call our Billing Specialist at 643-2100 and attempt to resolve the problem. Oceanic TWC will not be responsible for any disputes on charges beyond 30 days. A research fee will apply for charges beyond 150 days.

Service Quality: If you are having a problem with the signal quality of your service, you should first call 643-2100. We want you to be satisfied with your service. For a situation we cannot resolve to your satisfaction, you may contact the State Govt-Cable TV Division, PO Box 541, Honolulu, HI 96809 or call 586-2620.

Installation

A standard installation includes up to 200 feet of cable to bring service from a utility location to your home. Standard installation does not include placing new conduits, trenching or other conditions deemed unusual. Oceanic TWC will provide estimates to cover any extra cost of installation. All installations will be completed in a prompt, courteous and competent manner. All work is performed by fully-trained installers, and is guaranteed to your satisfaction. If, for any reason, it does not meet your approval, please contact a specialist at 643-2100. You guarantee us that proper permission was obtained from the owner of the home before Oceanic TWC installed service.